Vehicle Return Standards.

The importance of looking after your Mercedes-Benz.

When it’s time to return your Mercedes-Benz.

We certainly don’t want you to be caught unaware when you return your Mercedes-Benz. So please read this brochure. It outlines our Vehicle Return Standards, and what we consider acceptable (and unacceptable) damage. It can help you avoid any unnecessary charges.

When it’s time to return your Mercedes-Benz, it’s given a full inspection to determine its condition, based on the points inside this brochure. However, you can carry out your own checks first. This handy measuring scale will help you see what counts as fair wear and tear, and what doesn’t.

For visual examples of acceptable and unacceptable wear and tear, please visit our Vehicle Return Standards, found in the ‘Contract end’ section at:

www.mercedes-benzfinance.co.uk

We’re here for you.

If you have any questions about our Vehicle Return Standards and returning your vehicle, please call our De-fleet Technical Team on **01789 720 959**.

Lines open Monday to Friday 8.30am – 5.00pm.

If your query is regarding any damage charges associated with returning your vehicle, please call our De-fleet Administration Team on **0870 240 1110**.

Lines open Monday to Friday 8.30am – 5.00pm.

If your query is regarding your V5c, please call us on **01789 722 141**.

Lines open Monday to Friday 8.30am – 5.00pm.

For all other end-of-finance-contract enquiries, or to arrange the collection of your vehicle, please call **0870 847 0700**.

Lines open Monday to Friday 8.30am – 7.00pm,
Saturday 9.00am – 5.00pm.

Some helpful advice on how to treat your Mercedes-Benz.

Service your Mercedes-Benz.

Your Vehicle must be serviced, in accordance with the manufacturer's suggested service intervals. It also has to be worked on by an Official Workshop. Details of our Mercedes Benz Official Workshops can be found at www.mercedes-benz.co.uk and contained within the manuals supplied with your vehicle. Please refer to the matrix supplied in your agreement for details of service charges.

Follow your vehicle's online maintenance guide.

For other tips on keeping your Mercedes-Benz in great shape (and avoiding any charges), refer to your Mercedes-Benz maintenance guide.

Avoid using automated car wash machines.

Frequent use of automated car washes will damage the paintwork. Strong chemicals detract from the paintwork's shine, so avoid using household washing-up liquids. Use only a Mercedes-Benz approved car shampoo.

Clean the interior regularly.

Make sure that any floor mats supplied with your Mercedes-Benz remain in it. If they wear through, arrange with an approved Mercedes-Benz Retailer to replace them.

Check your tyre pressure.

Incorrect tyre pressure lowers your petrol mileage, causes your Mercedes-Benz to handle poorly and can lead to blowouts.

Check your oil and coolant levels regularly.

To get the best performance from your Mercedes-Benz while preventing serious damage to your engine, change your oil and filter according to our guidelines, and add coolant when needed.

Prevent stone chips.

One of the hazards of everyday motoring is stone chips. You can reduce this occurrence by leaving a greater distance from the car in front of you. The proper breaking distance can diminish chips by 80%.

Repair stone chips immediately.

It doesn't take long for a stone chip to develop into a rusty spider under the paint. But you can purchase a Mercedes-Benz touch-up kit from your local Mercedes-Benz Retailer. Simply ask the Retailer to check your Mercedes-Benz and you'll be provided with the exact colour match.

Check your Mercedes-Benz regularly.

When you wash your Mercedes-Benz, check for chips. If you find any, just use the touch-up paint to cover them. Take care not to apply too much paint. It's sometimes best to use a matchstick rather than the brush, as the brush can apply too much paint in one go. Doing this will, in the long term, prevent rust forming on the exposed metal and the subsequent damage charges when your Mercedes-Benz is returned.

Only use a Mercedes-Benz Official Workshop for body work.

Unfortunately, we see vehicles with poor repair work. In these cases, customers have been charged for further work. For the best results, use a Mercedes-Benz body-repair specialist.

Mercedes-Benz return conditions.

Prior to collection.

Please make sure that you send the V5c Registration Document (log book) to the Mercedes-Benz Finance De-fleet Team two months prior to the end of your contract. Also ensure that you place any personalised number plates on retention two months before the end of your contract and that you inform Mercedes-Benz Finance of the new registration number.

If you misplace your V5c document, simply contact the DVLA on **0870 240 0010** to request a duplicate (you should receive this within three working days). Please note that if you do not send back the V5c document prior to the end of your contract, penalty charges will apply.

Collection.

- Your Mercedes-Benz must be available for collection by us on the maturity date.
- The fully completed service record history must be up to date and stamped by an authorised Mercedes-Benz Official Workshop. Depending on the model of your Mercedes-Benz this may be an actual stamp or recorded online. The 'Digital Service Report' was first introduced in September 2007 and is a new way of storing your vehicle's service history. This information is always available online, and can be accessed through any of our Official Workshops.

  If you mislay your personal digital service print out, we can check and re-print your service history for you as your vehicle's service history is documented in our secure central database.

N.B. Significant charges could be incurred by failure to return the service record, up-to-date and duly stamped, or the Digital Service Report completed by your Mercedes-Benz Official Workshop. Together with all original equipment such as keys, alarm keys, spare wheel, tool kit, first-aid kit, entertainment systems and satellite navigation. If replacements have been necessary, they must be of similar quality and specification.

- Your Mercedes-Benz must be in good condition, in accordance with the Mercedes-Benz Vehicle Return Standards – the next section will help you determine what constitutes fair wear and tear.
- Your Mercedes-Benz must be free from damage, including that caused by the removal of mobile phones, tow-bars and your own equipment, and must be free of burn marks to seat cushions and trim.
- Your Mercedes-Benz must be in a clean condition, both inside and outside, and ready for inspection by our driver. If not, we may have to postpone the collection and you will be charged for this.
- The driver collecting your Mercedes-Benz is not a technical inspector. The driver's responsibility is to return your Mercedes-Benz to our De-fleet centre for a full inspection.
- The fully completed service record, and current MOT certificate with a minimum unexpired period of six months must be available at the time of inspection.
- Tyres must be in good condition, free from accident or impact damage and cuts in the walls, with tread depths exceeding the minimum requirement of 1.6mm; signs of wear should be even.
- Your Mercedes-Benz must be drivable and readily startable from cold, and be free from any defects in the driveline, mechanical, electrical, electronic and hydraulic systems.
- Any livery, logos, etc, must be removed prior to the contract maturity date, without damage to your Mercedes-Benz paintwork.
- Cracks or damage to the windscreen within the driver's line of sight are not acceptable and would require complete replacement or, if relatively minor, repaired using resin impregnation to MOT Standards. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear.
- All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers of lamp units are not.

Generally, it is your responsibility to ensure that your Mercedes-Benz has been maintained in accordance with the manufacturer's recommendations; any cost involved in returning your Mercedes-Benz to the appropriate marketable condition will be charged to you.

Fair Wear and Tear.

Body and Paint

☑ Acceptable:

- Minor body dents, typically those caused by door-to-door contact, provided that:

  a) less than 13mm (1/2") in diameter – maximum 1 dent per panel to maximum of 2 dents per vehicle for vehicles up to 2 years old and 4 dents for vehicles over 2 years.

  b) if more than 2 (or 4) dents exist the most severe should be repaired.

- Light surface scratches not through the top coat which can be removed by polishing/touch up.
- Any chipping of paintwork that can be attributed to normal usage (e.g.: chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion.
- Previous repair up to an acceptable standard.

Please note: customers who return their vehicles with poor previous repairs are charged for further work. These charges are avoidable, so please ensure that you use a Mercedes-Benz Official Workshop for all body repairs.

☒ Not Acceptable:

- Any excessive chipping of paintwork arising from non-public road use e.g.: gravel drives, industrial sites or private roads.
- Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out.
- Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc.
- Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the Mercedes-Benz, or panel.
- Industrial, chemical fall-out or other forms of contamination.
- Body panel misalignment not consistent with manufacturer's finish.
- Under-body damage affecting the structural integrity of your Mercedes-Benz or warranty.
- Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed.

Glass

Acceptable:

- Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of 2 per windscreen (MOT Standards).
- Headlamp lenses with minor chips, which do not detract from the overall appearance of your Mercedes-Benz or affect the efficiency of the lamp.
- Light scratches around periphery of the windscreen.

Not Acceptable:

- Scratches and cracks in glass or stone chips with signs of cracking.
- Chips greater than 5mm.
- Incompatible window etchings.

Bumpers and Body Mouldings

Acceptable:

- Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your Mercedes-Benz.

Not Acceptable:

- Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting.
- Dented bumpers and/or any dents penetrating through to the base material where painted.
- Repairs not conforming to original finish and specification.

Interior

The interior of your Mercedes-Benz must be in a good condition for the age and mileage of the vehicle. Spare keys, transmitters and codes, alarm system, locking wheel nuts and Handbook and Service Manual must be complete and left in your Mercedes-Benz.

☑ Acceptable:

- Normal wear and tear to carpets, trim, upholstery, etc.
- Seat cover/trim repairs to a high standard.
- Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

☒ Not Acceptable:

- Burns to trim, seat covers, headlining and floor coverings requiring repair.
- Stains or discolouration of a permanent nature.
- Tears, cuts, rips and holes through seat covers, headlining and floor covering.
- Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc.
- Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible.
- Any extended warranty items.

Tyres and Wheels

Your Mercedes-Benz must have matching tyres (of a size and brand approved by the manufacturer) on each axle. All vehicles must be returned with wheels as supplied, including spare or space saver.

☑ Acceptable:

- Scuffed sidewalls which can be cleaned.
- Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face.
- Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT).

☒ Not Acceptable:

- Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering.
- Remoulds and other substandard tyres.
- Any gouge, crack, cut, torn or plugged tyre side wall.
- Less than 1.6mm tread depth across 75% of the tyre including spare.
- Cracked or distorted wheel trims.
- Scuff chips and scratches exceeding 25mm.
- Tyres with excessive wear not matching age or mileage of your Mercedes-Benz.

Underside

Acceptable:

- Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a Mercedes-Benz Official Workshop.

Not Acceptable:

- Significant damage or distortion to chassis components.

Oil Leaks

Acceptable:

- Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

Not Acceptable:

- Any serious oil leakage which should be rectified at the earliest opportunity.

Luggage Area

Acceptable:

- Surface scoring and light blemishes that reflect normal use.

Not Acceptable:

- Floor coverings and surrounding trim panels should not be torn or split.

Door Aperture Tread Area

Acceptable:

- A minor amount of scuffing to the door and luggage area treads and sills.

Not Acceptable:

- Damaged paintwork down to bare metal and aperture seals that are torn.

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Rubber Seals

Acceptable:

- Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

Not Acceptable:

- Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

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